



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
Fall 2011

Parents Put Kids First Despite Tough Times

Child support collections increased again in state fiscal year 2011 — DOR collected over \$600 million. Collections were up despite the difficulties many parents face in this tough economic climate. The collections increase shows the commitment that parents have to their children — to putting the children first and ensuring that they get the financial support they are entitled to. DOR renews its commitment to working with fathers, mothers, and caretakers to ensure that child and medical support payments get to families on time and in full.

Don't Forget...

Activate your debit card to receive your child support payments.

Coming Soon...

DOR's Website gets a new look!

This winter DOR will introduce an updated website.

Child Support Assistance for Veterans

To assist veterans and their families, DOR and the Department of Veterans' Services (DVS) established a new program in which eligible veterans, working closely with their local Veterans' Services Officers, agree to pay a percentage of their monthly Chapter 115 cash benefit toward their outstanding child

support obligations. In return for making child support payments, veterans with child support arrears are able to retain the majority of their DVS cash benefit, regain or maintain their driver's license, and exempt a bank account from levy.

Veterans who are receiving or applying for their Chapter 115 benefits should be aware of this program.

Pay your child support online at:

<https://ma.smartchildsupport.com/>

No Lines...No Waiting

Case Information Available 24/7

Go to www.mass.gov/cse to view payment history information and to update information, (such as your address or phone number), or to make payments.

Call our **Automated Voice Response System (VRS)** at 800-332-2733 or 617-660-1234 to update your address or get a copy of your payment history. To avoid a busy signal, call before 8:30 a.m. or after 5:00 p.m.

Inside this issue:

Parents Put Kids First	1
Assistance for Veterans	1
Get Case Info	1
Keep Your Info Updated	2
Hampden County Grant	2
Modifications	2

Keep Your Contact Information Updated

You must notify DOR immediately if:

- ◆ Your address changes;
- ◆ Your home phone number changes;
- ◆ You change employers;
- ◆ Your employer's address or phone number changes;
- ◆ You change your driver's license number;
- ◆ You change your Social Security number; or
- ◆ You change your name.

To report changes send a fax to **617-887-7540**, or email to csegen@dor.state.ma.us or call us at **800-332-2733**.

For your security, please do not send changes to your Social Security number via email.

When DOR takes action on your child support case, including scheduling a court hearing to enforce or modify

your child support order, DOR is required to send notice to you at the address in our records. If you do not provide us with a current address, you may not receive notices about your case, which may result in your losing your rights to contest any action we take.

It is also useful for you to provide your cell phone number and email address.

Hampden County Grant

Hampden County Probate and Family Court, FutureWorks and the Springfield DOR office were awarded a grant by the federal government. The grant provides funds for services to parents who were never married. Services

include help finding employment, developing a parenting plan, and accessing community services for substance abuse. The program is free of charge. It is open to parents who have never had a child support

order or to parents who want to modify their order. If you are interested and live in Hampden County, please call the Springfield DOR office at 413-784-1025, ext. 21004 for more information .

Modification of Your Child Support Order

Either parent may ask the court to review their child support order every three years to see if it should be modified. DOR can assist you in asking the court for a modification of your current child support order. Only the court can change the amount of the order. The court uses the Massachusetts Child Support Guidelines in determining the amount of the order. The Guidelines consider several factors including

both parents' income and ability to earn income, the number of children, and the cost of health care coverage for the children.

For an estimate of how much a court may order, you can use the worksheet on our website (www.mass.gov/cse). Click on "Parents" and then "Forms" and then "Guidelines Calculation."